



By the Commission

Commissioner Breathitt is abstaining  
from this proceeding.

ENTERED   
AUG 02 2012  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST:

  
\_\_\_\_\_  
Executive Director

Case No. 2011-00176



Steven L. Beshear  
Governor

Leonard K. Peters  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
Public Service Commission  
211 Sower Blvd  
P O Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

## MEMORANDUM

TO: Eric Bowman

TO: Kyle Willard

FROM: Jeff Moore

FIELD VISIT DATE: March 13, 2012

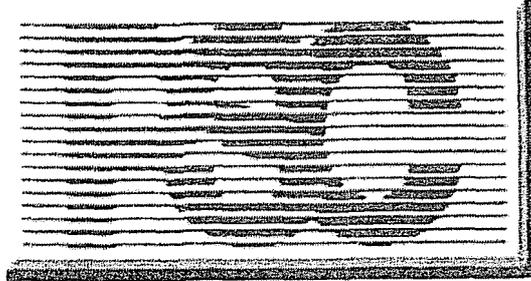
UTILITY: Duke Energy Kentucky

COMPLAINT: Michael T. Moore

LOCATION: 330 Center Street, Apartment 3A, Bellevue, Kentucky

SUBJECT: At the request of PSC staff assigned to complaint 2011-00176 (Duke vs. Moore), I scheduled a field visit to inspect a customer meter base. Please review the attached field visit report and forward to the appropriate PSC staff.

JCM



Commonwealth of Kentucky  
Public Service Commission  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: 564-1582  
psc.ky.gov

## KENTUCKY PUBLIC SERVICE COMMISSION

### FIELD VISIT REPORT

#### ELECTRIC BRANCH: METER STANDARDS LABORATORY

**INVESTIGATOR:** Jeff Moore

**INSPECTION DATE:** March 13, 2012

**REPORT SUBMITTED:** March 23, 2012

**UTILITY INSPECTED:** Duke Energy Kentucky

**TYPE OF INSPECTION:** Field Visit (Complaint)

**TYPE OF FACILITY:** Apartment Complex Meter Base

**AREA INSPECTED:** See Attachment A. Photographs

**FACILITIES INSPECTED:**

- Transmission Circuits
- Substation
- Multiple Phase Distribution Circuits
- Single Phase
- Secondary
- Service
- Meter Base
- Underground
- Construction Crew \_\_\_ Company \_\_\_ Contractor \_\_\_
- See attached photographs of facilities inspected.

**PURPOSE OF INSPECTION:**

At the request of the PSC staff (Duke vs. Moore 2011-00176), a meeting was scheduled with Duke Energy and Mr. Moore on-site to inspect the meter installation at 330 Center Street, Bellevue, Kentucky. On March 13, 2012 I met with Duke Energy representatives and the owner (Mr. Moore) at 330 Center Street, Bellevue, Kentucky.

**APPLICABLE REGULATIONS:**

National Electric Safety Code (NESC), National Electric Code (NEC), and PSC Regulations.

**DESCRIPTION OF UTILITY:**

Duke Energy Kentucky: Retail Electric Energy Provider serving areas of northern Kentucky.

**FINDINGS:**

When I arrived on site Mr. Moore and Duke Energy personnel were waiting at the entrance of the apartment complex. Duke personnel informed Mr. Moore they had two meters from the sample meter testing program and would like to change them out while in the building. At first Mr. Moore did not want them in the building at all. It was explained to Mr. Moore about the testing program Duke is required to follow and how beneficial it is to assure the meters installed on Duke's system are checked and tested for accuracy. Mr. Moore agreed to let Duke's personnel go inside and change the two meters.

While inside at the meter base, Duke's personnel asked if they could check the other 27 meters and meter bases so they could make sure they are wired correctly and that the correct meter (5<sup>th</sup> lug) had been installed on the 120/208 network system. After some discussion, Mr. Moore agreed to let Duke check the other meter bases. While checking each meter base, they found several of the 5<sup>th</sup> lugs were loose. Before placing the meters back in service, the tech tightened the loose lugs. Not all of the 5<sup>th</sup> lugs that were found loose could be tightened. Meter bases 003A, 006, and 004 would not tighten properly. It was discussed with Mr. Moore that an electrician should make the proper repairs to these lugs.

The meter base in question (0003B) in the current dispute between Duke and Mr. Moore was visually inspected when the meter was removed by Duke's tech. The 5<sup>th</sup> lug on this meter base had burn marks on and around the 5<sup>th</sup> lug. Mr. Moore explained that he hired an electrician to install a 5<sup>th</sup> lug on this meter base during January of 2011, Mr. Moore stated the electrician caused an arc and that the electrician was shocked while making repairs to this meter base. During the visual inspection of meter base 003B, it was noted a jumper wire was installed across the 5<sup>th</sup> lug.

See Attachment A; photographs of meter base 003B. The arcing apparently damaged the 5<sup>th</sup> lug, and Duke's tech could not completely tighten the lug. Mr. Moore said the electrician installed the wire jumper before leaving. I discussed the loose 5<sup>th</sup> lugs in meter bases 003A, 006, and 004 with Mr. Moore and recommended he contact an electrician about repairing or replacing the loose 5<sup>th</sup> lugs in these meter bases. I also recommended that he check with the state electrical inspector's office to verify if the jumper in this meter base meets local and state code requirements. If repairs made to meter base 003B in January of 2011 does not meet current code requirements it will need to be corrected.

I asked Duke if the company's policy and procedures would allow a meter to be installed in the current condition. Their reply was, "probably not". They stated that the meter base did have the state inspector's sticker approving the repairs made to the meter base. I recommended that Duke personnel review its policy and procedures on this potential issue. Duke agreed to review the company's current policy and procedures and would make any adjustments, if needed. Duke also stated they would follow-up with the local and state inspectors to verify if the work performed on meter base 003B met current code requirements. Duke left the meter installed to this customer at this time.

**INFORMATION REQUEST:**

None noted during the field visit.

**RECOMMENDATIONS:**

1. It was recommended that Mr. Moore verify with local and state inspectors that the repairs made to meter base 003B on January of 2011 would meet current code requirements.
2. It was recommended that Mr. Moore have a qualified electrician check meter bases 003A, 006, and 004 for loose 5<sup>th</sup> lugs as noted in this report.
3. It was recommended that if meter base 003B does not meet current code requirements, then Mr. Moore is responsible for the repairs to the meter base damaged by the electrician on January of 2011.
4. It was recommended that Duke review its policy and procedures on installing meters in a customer's meter base when a possible unsafe condition or potential code violation is noted.

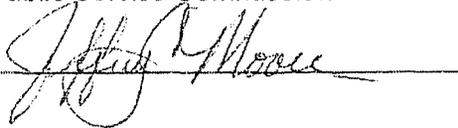
**ADDITIONAL INVESTIGATORS COMMENTS:**

During the field visit it was not possible to discuss findings with all parties involved. The field visit focused on compliance with the National Electrical Safety Code, National Electric Code, and PSC regulations.

**REPORT SUBMITTED BY:**

Jeffrey C. Moore  
Electric Utility Investigator  
Engineering Division  
Kentucky Public Service Commission

Signature:



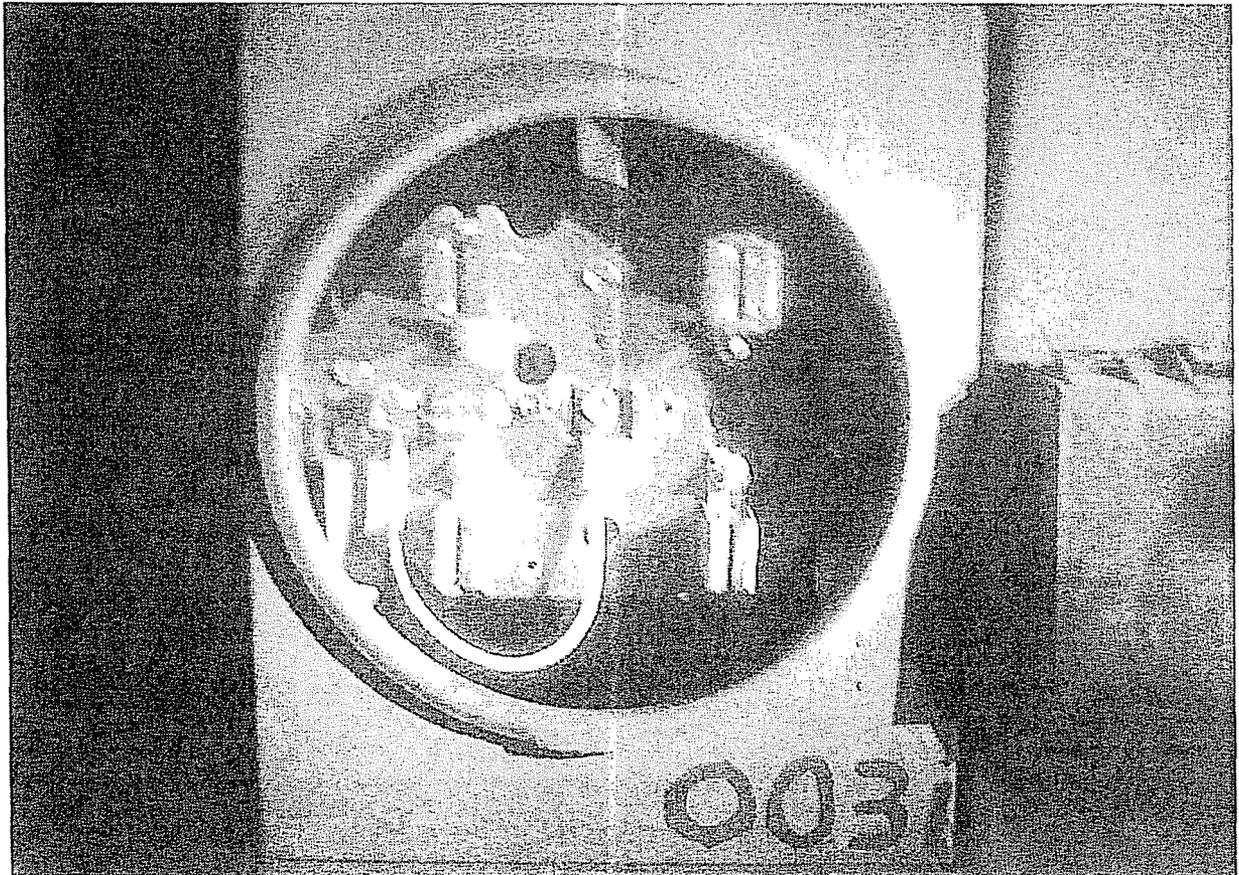
**REPORT REVIEWED BY:**

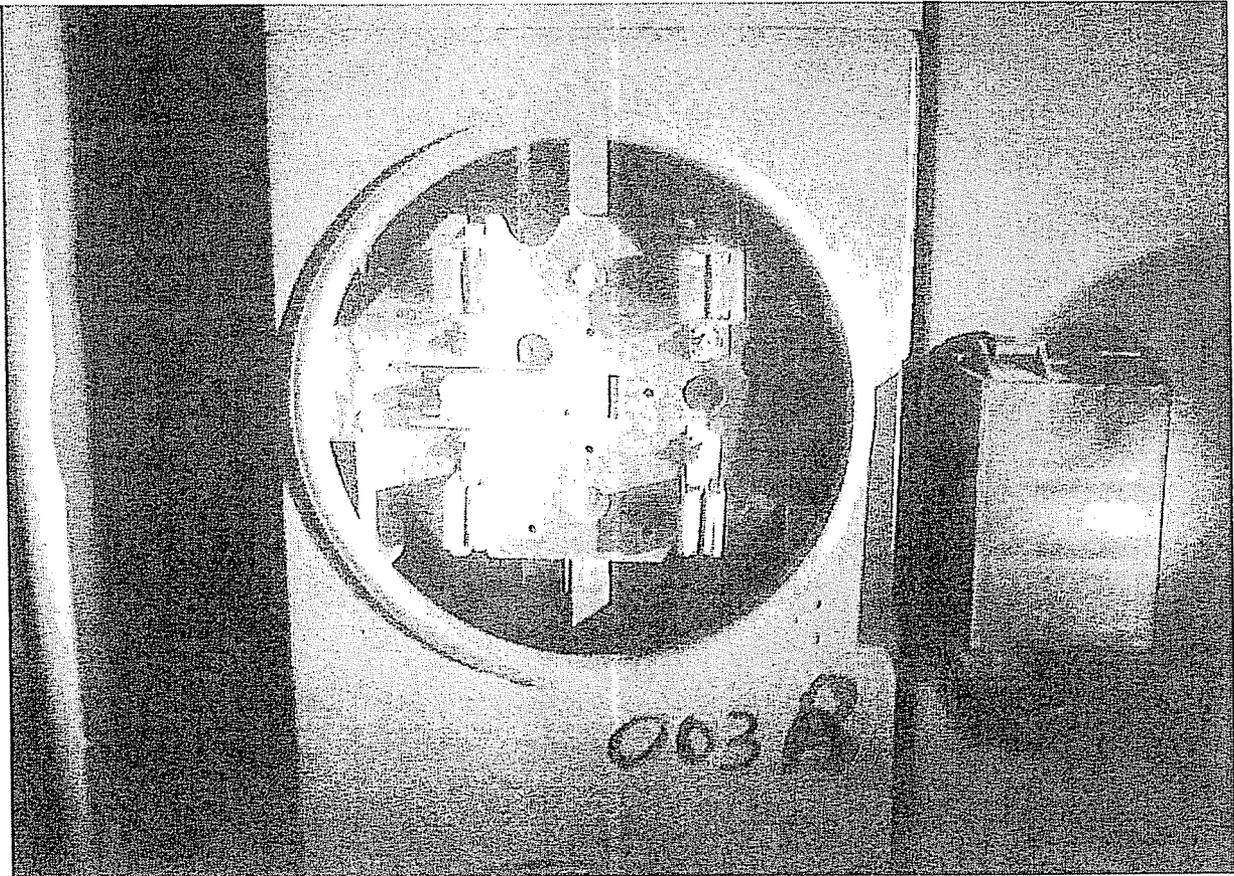
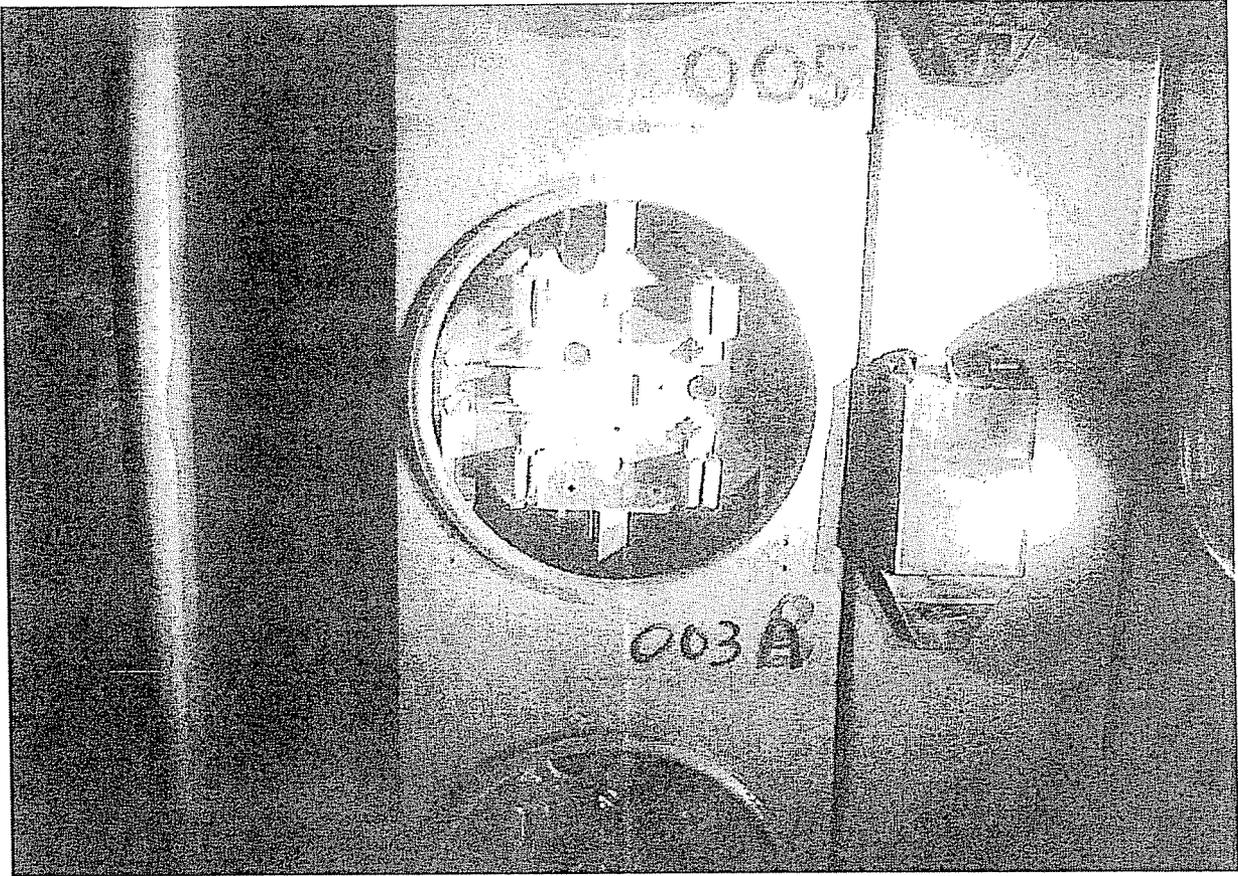
Eric C. Bowman, P.E.  
Manager, Electric & Telecommunications Branch  
Kentucky Public Service Commission

Signature:



**ATTACHMENT A**  
**Photographs of Meter Base 003B**





Rocco D'Ascenzo  
Senior Counsel  
Duke Energy Kentucky, Inc.  
139 East 4th Street, R. 25 At II  
P. O. Box 960  
Cincinnati, OH 45201

Michael T Moore  
330 Center St., Apt. 3D  
Bellevue, KENTUCKY 41073